

PUBLIC SAFETY DEPARTMENT

2025 ANNUAL REPORT



2025

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Message from Management

**Dear residents,
Dear partners and members of our community,**

It is with a deep sense of duty fulfilled, and in a spirit of continuous improvement, that we present the 2025 annual report of the Town of Sutton's Public Safety Department.

On a daily basis, the population remains at the heart of our priorities. True to our values of Respect, Integrity and Honesty, our actions are structured around three core pillars: an ever-evolving prevention and building inspection program, an operational structure delivering a rigorous, professional and accessible service, and a training program that sustains and enhances the skills of our human resources.

The year 2025 was not without challenges. Unpredictable weather conditions and the rapid evolution of risks put our resilience to the test. However, these issues also strengthened our adaptability and consolidated our ways of working, in keeping with best practices and our service standards.

Throughout the year, our teams worked with consistency and professionalism to fulfill our primary mission: ensuring the safety and well-being of residents, visitors and the community as a whole. We also wish to highlight the remarkable commitment of our staff, which currently numbers 40 people. Our firefighters and first responders are mostly on call and take on this responsibility alongside their professional and family obligations. Their availability, sense of duty and solidarity are an essential pillar of our response capacity and reflect a deep attachment to the community.

In 2025, we updated the Fire Department's heavy vehicle fleet in accordance with the Vehicle Replacement Plan that has been in place for more than 20 years. This structured approach—based on sound asset management and continuity of proven practices—ensures compliance with applicable requirements, including the NFPA standard relating to fire apparatus, as well as the guidance of the Ministry of Public Security. It directly contributes to maintaining a high level of operational reliability, response performance and safety for both our teams and the public.

In addition, in collaboration with the Brome-Missisquoi RCM, we submitted a new draft fire risk coverage plan, as the current plan had reached the end of its term. This update is part of a responsible governance and structured planning approach to ensure risk coverage that is aligned with current realities in the territory and with regulatory expectations.

Through this report, you will find an overview of activities carried out, responses completed, and results achieved in prevention and emergency management, all in support of maintaining a high level of service quality. We also share our priorities in order to continue delivering, year after year, services aligned with the community's real needs and the expectations of Council.

Everyone's trust and collaboration directly support our ability to address today's issues and anticipate those of tomorrow.

As we turn the page on 2025, we look to the future with rigour, optimism and determination.

We thank you for your continued support of the Public Safety Department.

Respectfully,



Don Mireault
Director



Marc-Antoine Fortier, TPI
Assistant Director



Public Safety Department

Mission

The Sutton Public Safety Department's mission is to:

Maintain the level of human and material losses below the average of municipalities of the same type and comparable significance in Québec.

Vision

The vision of the Public Safety Department is to:

Provide the public with a high-quality service that is both effective and efficient by continuously optimizing and improving its operations, leveraging available resources, and drawing on the expertise and full engagement of its members, with the Department committed to meeting the highest standards.

Values

In support of this mission and to ensure the achievement of this objective, members of the Public Safety Department align their behaviours and decisions with the following values:

Respect | Integrity | Honesty.



Service Area

Town of Sutton

Population: 4,768

Village of Abercorn

Population: 356

(2025 statistics from the Ministry of Municipal Affairs and Housing)

Area

Town of Sutton

247,6 km²

Village of Abercorn

26,9 km²

TOTAL

274,5 km²

Services Provided

- Fire prevention and public education,
- Fire response (structures, vehicles, wildland fires, etc.),
- Water damage and flooding: assistance and emergency measures,
- Extrication and specialized rescue,
- Assistance to residents and support to paramedics and police services,
- Search and rescue in wooded areas,
- Hazardous materials: presence detection and leak identification (propane gas),
- Civil security: coordination and support during emergencies and disasters,
- Medical first responder: response and initial care pending paramedic arrival



2025 Highlights — Fire Service

In 2025, the Fire Service carried out 211 emergency responses, a +3.4% increase compared with 2024 (204). Wildland fires rose sharply (+250%), including the major Mont-Écho fire. Rescues increased to 28 responses (+12%). Fire alarm calls decreased to 39 responses (-27.8%), a drop explained in particular by regulatory changes and preventive visits. It should be noted that nearly all of these alarm calls were false alarms and are now billed in accordance with the new By-law 232.

Finally—and fortunately—no fatal fires were recorded in 2025.

Type of response	2024	2025	Variation %
TOTAL EMERGENCY RESPONSES	204	213	+4,4 %
Structure fire	6	11	+83,3 %
Chimney fire	3	4	+33,3 %
Wildland fire	2	7	+250,0 %
Vehicle fire	2	2	0 %
Wilderness rescue	25	28	+12,0 %
Extrication	8	3	-62,5 %
Motor vehicle collision	4	11	+175,0 %
Fire alarm	54	39	-27,8 %
Assistance to other municipalities	13	4	-69,2 %
Hazardous materials response	6	4	-33,3 %
Electrical installation response	53	49	-7,5 %
Civil security operation	1	3	+200,0 %
Fire prevention open house	1	1	0 %
Fire with fatality	0	0	0 %

2025 Highlights — First Responders Service

In 2025, the First Responders service successfully responded to 102 calls, providing full coverage with a 100% response rate for all assignments. This represents a +59% increase compared with 2024 (64 calls). Despite this increase in activity, the budget was still respected, in line with the established financial parameters.

Type of response	2024	2025	Variation %
TOTAL EMERGENCY RESPONSES	64	102	+59,4 %
Stroke (non-alert)	0	1	+100,0 %
Motor vehicle collision	12	25	+108,3 %
Allergy/poisoning	5	9	+80,0 %
Stabbing/firearm/penetrating trauma	0	1	+100,0 %
Cardiac arrest/death	9	10	+11,1 %
Traumatic injury	4	15	+275,0 %
Burn/explosion	3	5	+66,7 %
Baby born/stillborn	1	1	0 %
Severe fall	12	16	+33,3 %
Seizure	1	1	0 %
Chest pain	1	1	0 %
Hemorrhage/lacerations	3	3	0 %
Unconsciousness	4	1	-75,0 %
Fainting	2	5	+150,0 %
Carbon monoxide/hazardous products	1	0	-100,0 %
Non-alert	1	0	-100,0 %
Overdose/poisoning	2	0	-100,0 %
Down person/uncertain survival	2	5	+150,0 %
Cardiac problem	1	0	-100,0 %
Suicide attempt	0	3	+300,0 %

2025 Highlights — Civil Security Service

In 2025, our Civil Security service maintained a structured approach focused on prevention, preparedness and coordinated operations to ensure an effective response to emergencies across the territory.

Over the course of the year, we promoted prevention activities in collaboration with the following partners:

- Ministry of Public Security (MPS)
- Sûreté du Québec
- Ambulances Cambi
- Montreal Pipeline
- Canadian Pacific

In parallel, the ongoing update of the Town of Sutton Emergency Measures Plan continued, supported by an in-depth risk analysis. This approach made it possible to integrate the information gathered, identify potential vulnerabilities and strengthen our state of preparedness.

The various components of the Plan were proactively reviewed to remain aligned with changes in the territory and with best practices.

Operationally, the Emergency Measures Plan was deployed, notably during the mountain water shortage issue, as well as during two responses resulting from a thunderstorm and an ice-and-wind storm. On these occasions, the mass alert system (CITAM) was used to ensure rapid dissemination of instructions to the public and to support communications management.

These events confirmed the relevance of the coordination, communications and resource mobilization mechanisms set out in the plan, while also allowing us to identify improvement opportunities as part of a continuous service optimization approach.

Conclusion and 2026 Objectives

The 2025 annual report confirms the strength and consistency of the Public Safety Department in carrying out its mission. Beyond responses and results, it reflects an organization that is progressing, adapting and staying the course: protecting the public, preventing risks, and responding with rigour, professionalism and efficiency.

The year 2026 will build on this continuity, with clear priorities: finalize the risk coverage plan in accordance with the Ministry’s guidance; strengthen our ties and coordination mechanisms with our partners and with the municipal administration; reinforce training and onboarding support for new members; complete the rollout of our training centre; and continue our actions in mental health and well-being.

These objectives reflect a firm commitment to continuous improvement and increased preparedness in the face of challenges.

Above all, these achievements and this progress rely on the daily commitment of our members.

We wish to acknowledge, with gratitude, the exemplary work of all staff—both in the field and in operational support—who demonstrate availability, mutual assistance and a remarkable sense of duty. Their professionalism, constructive attitude and team spirit are the strength of our service and a key value-add for the community.

By leveraging a proactive, people-centred and collaborative approach, we will continue to build a modern, high-performing and resilient service, for the benefit of everyone.

